

King County Metro 101

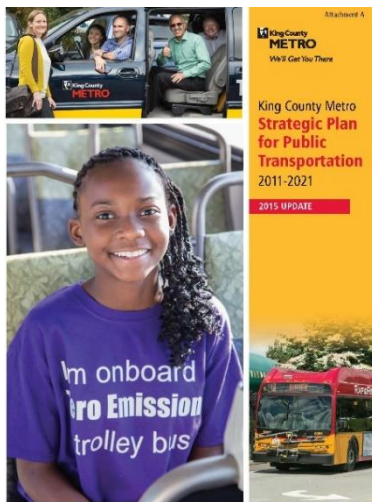
Introduction to Metro Policies

Metro's mission is to provide the best possible public transportation services and improve regional mobility and quality of life in King County.

How do we carry out that mission? Through policies that guide our actions and help us measure our progress.

Metro has different types of policies that cover everything from day-to-day operations to planning for the future. Our policies are developed through engagement with community members. Then, they are reviewed, revised and adopted by the Regional Transit Committee and King County Council.

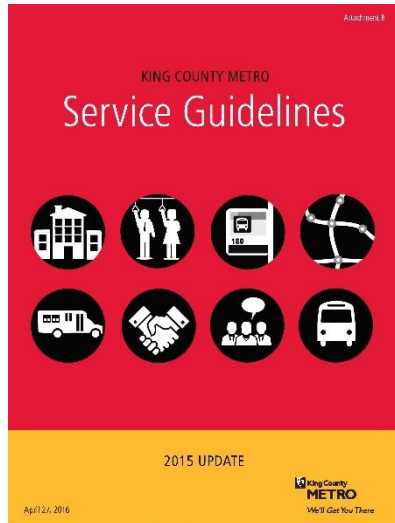
STRATEGIC PLAN



Metro's **Strategic Plan for Public Transportation** outlines our goals, the strategies to achieve those goals, and the measures we use to determine if we are succeeding. Our Strategic Plan has eight goals:

1. **Safety.** Support safe communities
2. **Human Potential.** Provide equitable opportunities for people from all areas of King County to access the public transportation system
3. **Economic Growth & Built Environment.** Encourage vibrant, economically thriving and sustainable communities
4. **Environmental Sustainability.** Safeguard and enhance King County's natural resources and environment
5. **Service Excellence.** Establish a culture of customer service and deliver services that are responsive to community needs
6. **Financial Stewardship.** Exercise sound financial management and build Metro's long-term sustainability
7. **Public Engagement & Transparency.** Promote robust public engagement that informs, involves, and empowers people and communities
8. **Quality Workforce.** Develop and empower Metro's most valuable asset, its employees

SERVICE GUIDELINES



Metro's **Service Guidelines** guide day-to-day delivery of transit service. They help us:

Set targets for the level of transit service to be provided in specific areas or along specific corridors based on:

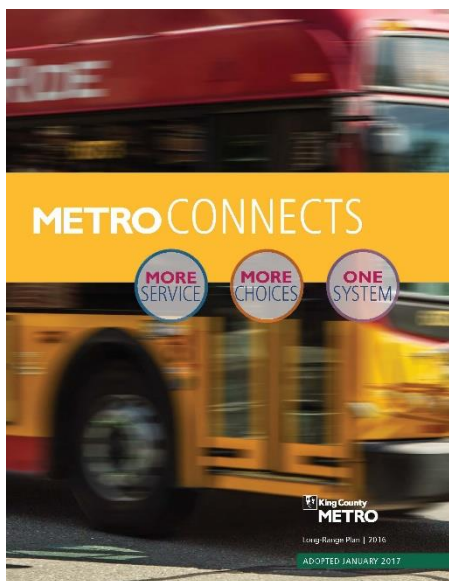
- Productivity, meaning the number of households and jobs near transit stops
- Social Equity, the percentage of passengers from low-income or minority census tracts
- Geographic value, meaning ways to make connections between activity centers (areas with high transit use)

Evaluate our performance by measuring how well individual routes are doing at carrying passengers and arriving on time

Add, reduce, or change service based on four priorities:

- Overcrowding (Priority 1)
- On-time performance (Priority 2)
- New service to connect activity centers (Priority 3)
- Route productivity (Priority 4)

METRO CONNECTS: LONG-RANGE PLAN



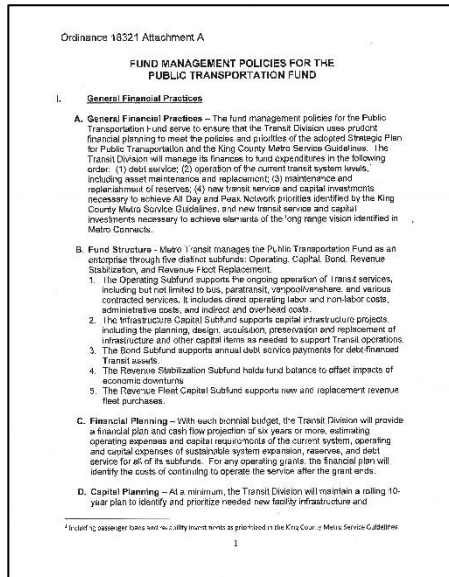
METRO CONNECTS is Metro's vision for the future. It outlines a goal of increasing bus service hours by 70% between 2015 and 2040.

This includes a much larger network of routes around the region. It also calls for higher access to frequent transit service for communities of color and low-income people than for the population as a whole.

The plan also recommends capital investments to make the transit system operate more effectively, such as additional bus bases, improvements to help buses travel with greater speed and reliability, and improvements to sidewalks and bus stops to help passengers get to transit more easily.

METRO CONNECTS is not fully funded, so additional regional funding will be needed to achieve the long-range vision.

FUND MANAGEMENT POLICIES



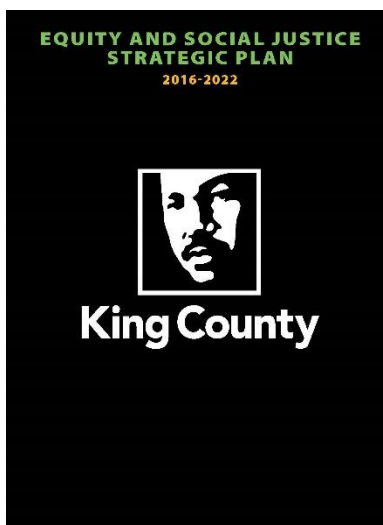
Metro has a limited amount of money. Our **fund management policies** set priorities for how we spend money to ensure that we are careful with taxpayer dollars. The order we spend money is:

1. **Debt repayment** when we have borrowed for capital investments (such as a new bus base)
2. **Operation and maintenance** of the current transit system
3. **Reserves** to provide us with a rainy day fund in case there is a recession
4. **New spending** on service and capital investments to achieve our Service Guidelines or METRO CONNECTS goals

Our fund management policies require that money from fares covers at least 25% of operating expenses, with a target of covering 30% of expenses. If farebox revenues fall below 25% of operating expenses, Metro is expected to raise fares or cut costs.

In addition to policies that are specific to Metro, we also follow a number of federal, state and countywide policies and requirements. Countywide policies include:

EQUITY & SOCIAL JUSTICE (ESJ) STRATEGIC PLAN



King County's ESJ Strategic Plan has a vision for a county where all people have equitable opportunities to thrive. The plan commits all County agencies to invest:

- Upstream and where needs are greatest
- In community partnerships
- In employees

For Metro, this means participating in opportunities for affordable housing near transit stops; developing fare programs and other assistance for low-income people; and working closely with communities of color and low-income residents to identify areas where the transit system is not serving them well and then working to develop better service options. Our mobility framework will help us achieve the goals of the ESJ Strategic Plan.

STRATEGIC CLIMATE ACTION PLAN

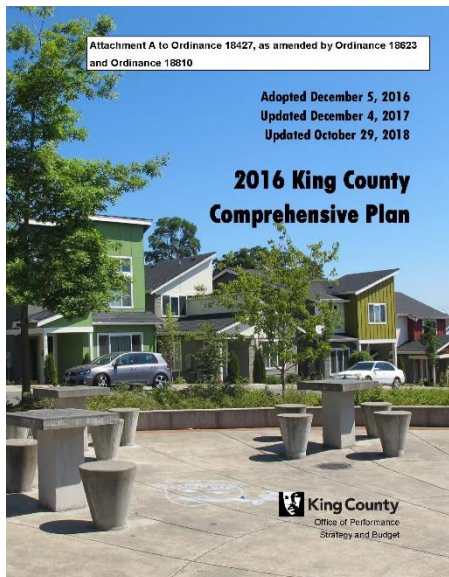


The 2015 **Strategic Climate Action Plan** is King County's plan to address climate change. It commits that King County will aim to reduce greenhouse gas (GHG) emissions at the community scale and in government operations by 50% by 2030.

Transportation emissions make up more than a third of all GHG emissions, so reducing the number of vehicle miles traveled by people in single-occupancy vehicles is important. That means Metro has an important role to play to make transit available, affordable, and accessible to people around the region.

Metro is the lead agency for transportation specific goals in the Climate Action Plan - double the number of transit trips by 2040, reduce vehicle miles traveled by 20 percent below 2012 levels by 2030 and transition our transit fleet to all zero-emission vehicles powered by renewable energy by 2040. Metro is updating these goals during 2019, to prepare the 2020 updated plan.

COMPREHENSIVE PLAN



King County's **Comprehensive Plan** is the guiding policy document for land use and development regulations in unincorporated King County (the area of King County outside cities), as well as for regional services that are provided countywide, including transit, sewers, parks, trails, and open space.

King County has chosen to focus most of the county's growth and development – as well as urban services – into the urban areas of the county.

For Metro Transit, this means that transit services are focused around more densely populated areas.

The Comprehensive Plan also requires Metro to serve the mobility needs of disadvantaged communities and people with limited transportation options, including people of color, low income communities, people with limited English proficiency, immigrant and refugee populations, students, youth, seniors, and people with disabilities.